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Volume 5 Issue 3

May 2005

The Great Migration Begins

Calendar of Events

Armed Forces Day - May 21

Cascade Warbirds - May 21
Museum of Flight Seattle, WA

Memorial Day - May 30

WA Veterans Home Memorial Day
Program - May 30, 10 a.m.

Tahoma National Cemetery
Program - May 30, 12:00 p.m.

Puyallup Memorial Day Program
May 30, 1:00 p.m.

WA Soldiers Home Memorial Day
Program - May 30, 2:00 p.m.

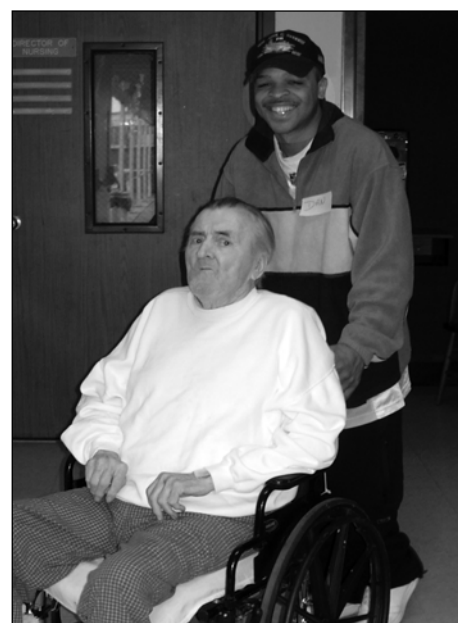
Moment of Remembrance
Nationwide - May 30, 3 p.m.

Staff Recognition Program
June 17, 10 a.m.
WA Veterans Home

6th Annual Gathering of Warbirds
June 18 – 19 Olympia, WA

Central Office/Vet Services Staff
Recognition Program
June 24, 12 p.m.
American Legion Post #3,
Olympia

Korean War Veterans Memorial
Annual Wreathlaying
July 23, 2005
Korean War Veterans Memorial
Olympia



From May 3rd through May 4th, approximately 70 individuals from the USS Stennis volunteered to help move residents from Building 10 into their rooms in the new facility. They started off with a small breakfast then were divided into five teams. After a quick briefing, each team was responsible for moving approximately eight residents.

Volunteers packed up all of the resident's belongings, hauled it to the new building, and then assisted the residents in unpacking and organizing their new rooms. Residents were happy to have individual care and assistance for the move.

"It went very smoothly, and all the residents from Building 10 are now in place and settling in nicely," said Catherine Shaw of activities.

The volunteers were later given a barbecue lunch to show appreciation for their helpfulness and hard work.

Residents in Building 9 will be moving May 17th and 19th, again with assistance from the USS Stennis personnel.

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USS John C. Stennis Characteristics

The ship is named after the distinguished seven term Senator from Mississippi, who was unanimously elected President Pro Tempore of the Senate for the 100th Congress and was justly referred to as "The father of America's Modern Navy" by President Reagan.

Type of Vessel.....Nuclear Aircraft Carrier
Builder.....Newport News Shipbuilding
Keel Laid.....13 March 1991
Christened.....11 November 1993
Total Construction Cost.....\$3.5 billion
Number of Reactors.....2

Speed.....In excess of 30 knots
Length of Flight Deck.....1,092 feet (almost as long as New York City's Empire State Building is tall)
Breadth of Flight Deck.....257 feet
Crew size.....5,000 (including air wing)
Size of Air Wing.....70 tactical aircraft

Extraordinary Customer Satisfaction Survey Results

By Kathy Magonigle, SVH Administrator

Our Veterans are extremely happy with the care provided at all three Veterans Homes.

The results from the customer satisfaction survey completed by residents and families at our three state homes during the month of December have been tallied. The results were extremely favorable and demonstrate the incredible care given by our employees at all three homes.

Approximately 45% of residents were surveyed at the Washington Soldier's Home, 42% from the Washington Veterans Home and 65% at the Spokane Veterans Home. Resident satisfaction with the homes was captured from the Strongly Agree or Agree categories. 85% was selected as the threshold in satisfaction based on national standards.

Retsil while significant construction was occurring. Those results really indicated how effective team work is when working around obstacles to make the home a "home" for our residents..

The following areas fell slightly below the 85% threshold in all three homes:

- ◆ Dining Services – 74%
- ◆ Medical Services – 79% (this is related to time spent with the physician and overall outsourced therapy services)

In addition to the above, the areas that fell below 85% at a specific home, but not at the others, was handled through performance improvement at that home.

The team members of the customer strategic initiative continue to work on improving customer satisfaction in our Agency. Some of the things that are

forthcoming are updated customer service training, a new welcome kit for residents, and internal satisfaction surveys. Information Technology will trial the first internal, on line survey sometime in June.

The next Customer Satisfaction Surveys will go out in June. Some modifications will occur such

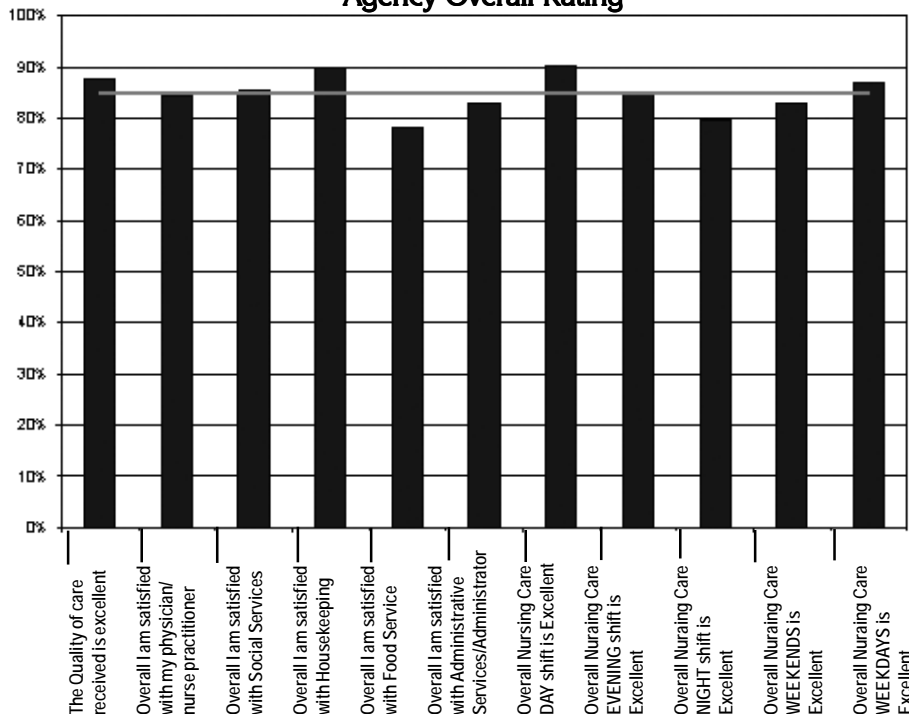
as simplifying the response on the survey. In addition, food services will be modifying the questions to better meet their department needs.

Additional information on each home's performance, will be posted at each home. Please be on the alert to see how your facility performed.

Again, these results are incredible. We received good data to help us improve the services we provide. It also was a good indicator of those services of our direct care providers.

If you have questions, please contact one of the following members of the team: Kathy Magonigle, Barbara Culley, Fred Browning, Theresa Stanton-Grose, Lynn Zemke, Don Lewis, Dan DeBoise, Ginny Fabbe and Jeff Kiper.

Agency Overall Rating

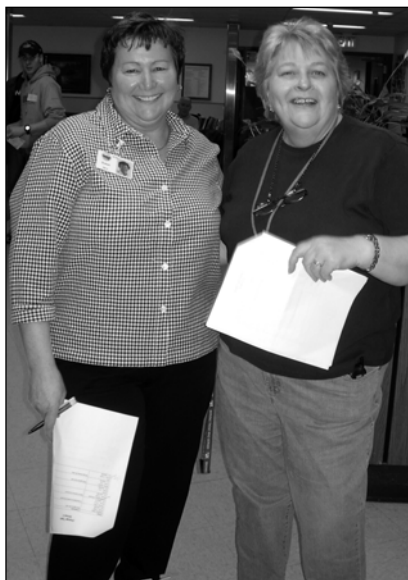


The following areas were consistently above the 85% threshold in all three homes:

- Nursing Services – 92%
- Nursing Assistant Services – 89%
- Social and Therapeutic Recreational Therapy – 88%
- Staff Courtesy – 92%

This is extremely impressive and demonstrates everyone's commitment in serving our veterans. Another notable accomplishment is the excellent survey results at

The Great Migration Continued



RN Susan Acres, the Neighborhood Coordinator and Asst. DNS Marion Lazarus help match up residents with movers.



Volunteers from the USS Stennis attend a briefing regarding the moving process.



Pack 'em up...



Food Service personnel Barbara Babcock and Tammi Brooks are excited about preparing the 1st meal in the new facility.



Residents about to enjoy their first meal in their new dining area.



Move 'em out!

Below is a note from CDR Timothy Overturf of the USS Stennis following the first day of moving:

Dear Catherine,

Our crew thoroughly enjoyed the day yesterday . . . thank you so much for the opportunity to meet and serve the veterans! And . . . the pastries, beverages, and lunch were off the scale delicious. Please let me know if you discover Sailors lining up for chow there on non-move days!

We're convinced that you should publish a book on how to relocate veterans to new facilities, it would immediately be the standard for all Veterans Homes across the country to follow. The organization of you and your staff was superb . . . so very well thought out!

We're anticipating another great day tomorrow.

*See you tomorrow,
Tim*

WDVA Thanks Volunteer Service Corps

Retsil Volunteers Honored for Sailing through a Rugged Year

Volunteers at the Veterans Home were treated to a swashbuckling, adventurous program. Their theme was "Volunteers are a Treasure to Our Veterans." Pirates of the Retsilbean held their recognition event in the activity area in the new facility. About 90 volunteers attended the event.



According to Cap'n Cutlass Catherine Shaw individuals gave over 2,628 hours of their time last year, and the different groups accumulated over 5,000 hours. First mate Cannon Ball Barbara Culley helped serve the meal and thanked the many volunteers for putting up with all the construction mayhem.

The entertainment was put on by The Parrot Lady, who explained myths and facts about parrots and the rain forest. Her parrots then talked on command and did tricks on roller-skates.

Magical Moments Celebrated in Spokane

A celebration of magical proportions was held on April 22nd at the Spokane Veterans Home. Twenty-nine volunteers attended the celebration and were honored for the magical moments they provide for our residents and our facility as a whole.

Kathy Magonigle welcomed all with a warm message of magic. "Magic happens because of the kindness and care each of you shares with our residents. You may not always see it but it happens each time you touch a hand or read a book."

A local magician, Matthew Van Zee was entertaining to say the least, as he delighted all with his disappearing acts, card tricks, story telling abilities and his floating table act.

A presentation of gifts to each attendee followed the entertainment. A personal message of thanks for their continued support and efforts, was spoken to each recipient.

Shane Price, Recreation Director, closed the celebration by reading a poem written about volunteers entitled *"There is a place in heaven for Volunteers"*.



Soldiers Home Salutes Their Volunteers

Approximately 30 volunteers enjoyed a wonderful luncheon provided by the Dietary Dept., in Chilson Hall on April 28. The theme was "Volunteers are Shining Stars." David DeVore, Assistant Superintendent was present to thank all the volunteers for their many hours of service. This year individual volunteers accumulated over 8,000 service hours.

Activity Director Lynn Zemke handed out Certificates of Appreciation along with some donated door prizes.



"Welcome Them Home"

Jerry Towne and Ric Price brought forth a Memorial Wreath during the "Welcome Them Home" celebration on the Capitol Campus in Olympia, Saturday, April 16.

The day's events provided an opportunity for ALL veterans to be "welcomed home" - from the newest veterans of our state who have been defending our country in Operation Enduring Freedom, Operation Iraqi Freedom and Operation Noble Eagle - to the 670,000 experienced veterans of Washington State.

MG Timothy Lowenberg, Adjutant of the Washington Military Department, was the keynote speaker, other speakers included First Gentleman Mike Gregoire, and Teresa Baird, widow of Vietnam veteran William Baird of Granite Falls.

A "Rollin' Thunder" motorcycle ride arrived at the Memorial shortly before the noon ceremony, bringing motorcyclists from throughout the Puget Sound area. Proceeds from the ride benefited the Minuteman Emergency Assistance Fund, a 501C3 administered by the National Guard Association of Washington.

New Key Staff Hired

Orting Welcomes a New Physician



Dieter Eppel D.O. was recently selected as the new physician for the Soldiers Home. Dr. Eppel, originally from Germany, has been in family practice for 28 years, which includes a significant portion devoted to geriatric care. For ten years he was Assistant Medical Director at Mercy Rehabilitation Center in Auburn, New York. With this experience he is well aware of the needs of the elderly. Dr. Eppel was also a Medical Director for the mentally disabled for many years.

As the Home's physician his philosophy is to insure that the best medical care is provided along with proper nutrition, mental health and social support. He has excellent communication skills and is well qualified to provide excellent care to the residents.

"I appreciate this opportunity to be the physician at the Washington Soldiers Home and am very excited about moving to the Puget Sound area." Dr. Eppel stated.

QA Nurse Hired at Orting



Please welcome **Marie Martin, R.N.** to Orting as the new Quality Assurance and Investigation Nurse. Marie comes to us with many years of experience in long term care. She has been a Regional Director of clinical services, DNS, MDS Coordinator, and Medicare Consultant throughout western Washington.

New DNS Appointed at Veterans Home



Billie M. Pendleton, RN, BSN, CCM, CHC, was hired effective March 15, 2005, to lead the nursing program. Ms. Pendleton brings over 20 years of nursing experience, including eight years of leadership and management experience. Most recently, she served as

Manager for Corporate Compliance and Ethics for Premera Blue Cross in Mountlake Terrace, Washington. She describes the foundation of her management philosophy as being "focused on a team approach ... creating an environment that invites trust, cooperation, and creativity." She brings the right blend of structure, focus and vision to the Washington Veterans Home as it transitions into the new state-of-the-art 240-bed skilled nursing facility and implements a resident-centered care model.

Spokane Hires New Dietary Manager

The new Food Service/Dietary Manager for Spokane Veterans Home began on May 20th. Her name is **Anntoinette "Tonie" Crosby**. She comes with an invaluable background and with impeccable references.

Karin Gilchrist will assist with the transition before resuming her part time position as a Registered Clinical Dietician.

WDVA Extra Mile Award Nominees

Over 185 nominations were received by the Public Service Recognition Week committee, with two individuals and one team nomination submitted from our agency.



Ellen Hawkes, a part time LPN 2 from Spokane was sited for her willingness to volunteer her afternoons to attend to a resident with significant burns, requiring lengthy dressing changes. Her going the "extra mile" resulted in healing of both wounds and spirits for this veteran.



Shauna Ledoux, MDS Coordinator from Orting was nominated for her visionary thinking, innovation and improving efficiency. Since taking over she has reduced the error rate to fewer than 5%, has had zero to minimal defaults, has developed

a managerial report and improved the reimbursement and services to residents by more that one third of the previous numbers.



Fred Browning, Plant Mgr. and **Gary Darrell**, Stationary Engineer from Retsil were nominated for their quick response to a potentially

hazardous food crisis. The Food Service dept called them in because the ventilation system and refrigeration units were not functioning properly. They located the problem and were able to fix it quickly. They also assisted the Food Service Dept. with moving all the refrigerated food in and out of the freezer. Good Luck to all nominees. Award winners are expected to be announced in late May.

Update from IN THE WORKS

The Legislature passed a budget on April 24 that grants pay raises to both union-represented and non-represented state employees.

If signed by the Governor, the following terms will apply to general government employees.

◆ **Union-represented employees.** Receive a 3.2 percent increase effective July 1, 2005. Another increase of 1.6 percent (except Teamsters, who receive 2.9) is provided effective July 1, 2006, until June 30, 2007, when it expires.

◆ **Non-represented employees.** Receive a 3.2 percent increase effective September 1, 2005. Another increase of 1.6 percent is provided effective September 1, 2006, until June 30, 2007, when it expires.

◆ **Salary Survey.** For those employees who lag the most behind market rates (more than 25 percent) in the 2002 Department of Personnel salary survey, funding is provided to increase their pay to within 25 percent of market rate. For WDVA classifications affected are:

- Forms and Records Analyst 1 & 2
- Pharmacy Assistant A & B
- Facilities Planner
- Trades Helper
- General Repairer
- Plumber
- Electrician
- Stationary Engineer 2 & 3
- Central Supply Supervisor 1

◆ **Job Class Consolidation.** For those employees who will be affected by job class consolidations, salary increases will be granted when necessary for consolidation.

◆ **Health Insurance.** Under the legislative budget, state workers, public-school employees and staff of state colleges and universities will continue to contribute a 12 percent share of their health insurance costs. Because overall premium costs are going up, individual employees will pay higher monthly costs. The state's contribution also will rise in the next biennium.

For more information on collective bargaining and personnel system reform in Washington State government, go to the Washington Works website at www.washingtonworks.wa.gov or contact your HR Department.

Source: IN THE WORKS May 2005 newsletter, Dept of Personnel.

IT Security Training



WDVA is moving fast to analyze and respond to all Information Technology security vulnerabilities that expose us to risks and liabilities. You as an employee of this great agency play a significant role in keeping our IT infrastructure safe and secure. Your awareness and education is the key. Information Services established some **Mandatory Security Awareness Training resources** located on the V-NET (agency intranet). This training must be completed no later than July 29th 2005 (See DVA Policy 240.220 Security Awareness Policy).

Find the Security training link called **S.T.A.R.T.** This is a web presentation on security awareness. Once this link is opened you will navigate through the web page with the blue arrows located at the bottom of the web page.

Also, you will see **Security Awareness Video**. You will need to click the appropriate link associated with your location. The video is 25 minutes long.

Once you have completed your security awareness training please send Bob Murphy a confirmation email at bobmu@dva.wa.gov **no later than July 29th 2005**. If you have any questions please feel free to contact Bob.

According to the IS staff, new computer kiosk's will be strategically located throughout the Homes for all staff to utilize. Therefore, once these kiosk's are up and running, ALL staff that access them will need to complete this training.